

# **WORKSHOP 5**

## ***Configuration Management Training / Awareness***

Technical Operations CM Workshop  
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## ***Workshop 5 CM Training / Awareness***

### **Purpose:**

Complete/validate the CM Training/Awareness outline developed by the CM Process Improvement Team and user requests; initiate development of the CM Training and CM Awareness packages.

## *Workshop 5 CM Training / Awareness*

### **Goal #1**

Review the CM Process Improvement Team outline and determine best course of action for development of Enterprise CM training packages

*Reviewed AVA findings/outcome; Enterprise CM course proposals to date (ICIP; Certification); draft CM Training Plan*

## *Workshop 5 CM Training / Awareness*

### **Goal #2**

Determine the audience for training activity and how the training is to be accomplished

#### *Audience*

*Executives*

*Managers*

*Supervisors*

*Engineers*

*CM Managers/Coordinators*

*Technicians*

*General Users*

## ***Workshop 5 CM Training / Awareness***

### **Goal #2 (continued)**

#### **How to accomplish training/outreach**

- *Development of business case and implementation of training plan*
- *Classroom (HQ; FAATC, OKC, Regional Service Areas)*
- *On-Line*
- *Teleconferences*
- *Hard Copy media (Quick Reference Guides)*
- *Non-traditional delivery methods (CD ROM, Forums, Satellite Broadcasting, CM Marketing)*
- *Supervisory Committee (SUPCOM Meeting) – first line managers (Service Areas)*
- *Symposiums*
- *Distinguished Lecture Series*

## ***Workshop 5 CM Training / Awareness***

### **Goal #3**

Provide an Index of proposed training modules/packages

- *CM Awareness (High Level Mgt)*
- *CM Awareness - through Intellectual Capital Investment Program (ICIP)*
- *Basic CM (ICIP)*
- *Basic CM (tailored)*
- *WebCM Modules*
- *CM Certification*

## *Workshop 5 CM Training / Awareness*

### **Goal #4**

Generate an all overall plan for generation of the training package suite

*Revise current Enterprise CM Plan to reflect:*

- *Workgroup Input*
- *Proposed Schedule*
- *Proposed Resources*
- *Proposed Cost*

## *Workshop 5 CM Training / Awareness*

### **Goal #5**

Begin generation of training packages by extracting information from other “in use” training sessions if possible

- *Review previous training modules*
- *Capture lessons learned from on-line training and classroom training previously conducted*



## ***Workshop 5 CM Training / Awareness***

### **Product #1**

Provide an overall plan for generation of an Enterprise CM Training package. This would include generation of training modules found within the index.

- *Revise Enterprise CM Training Plan (September 2005)*

## ***Workshop 5 CM Training / Awareness***

### **Product #2**

Provide short term and long term CM training goals

#### ***Short Term (by end of FY05)***

- *Identify and assess training mechanisms offered within ATO-W for possible consolidation and/or input into training plan*
- *Coordinate with Workgroup #3 on proposed changes to CM Policy which may impact training*
- *Coordinate with Workgroup #4 on proposed changes to WebCM which may impact training*
- *Coordinate with Workgroup #6 on inclusion of training for the CM Business Case*

## ***Workshop 5 CM Training / Awareness***

### **Product #2 continued**

#### ***Short Term (by end of FY05) continued***

- *Review existing draft quick guide for incorporation into training approach*
- *Continue to provide WebCM training as requested (depending on schedule/cost)*
- *Complete CM Training Plan*

## ***Workshop 5 CM Training / Awareness***

### **Product #2 continued**

#### ***Long Term (FY06 and beyond)***

- *Capture metrics on outreach effectiveness*
- *Schedule ICIP Courses*
- *Schedule EC Briefing on CM Awareness/Outreach*
- *Schedule Regional Service Area Symposiums*
- *Revise Course Material to reflect Workshop outcome*
- *Determine CM Certification course availability*
- *Continue to assess training requirements and media to be used*

## ***Workshop 5 CM Training / Awareness***

### **Product #3**

**Identify several training modules to be developed and completed during the forthcoming year and FY06.**

- *CM Awareness for High Level mgt. – September 2005*
- *CM Awareness (ICIP) – First Quarter FY06*
- *Basic CM (ICIP) – First Quarter FY06*
- *Basic CM (tailored) – TBD based on individual training requirements*
- *WebCM Modules – revisions based on WebCM updates*

## *Workshop 5 CM Training / Awareness*

### **Workshop Follow-Up Activities:**

- *Conduct periodic telecons to coordinate development of the training packages and report the status at the next Workshop.*
- *Provide Enterprise CM Training Plan to Workgroup #5 for review and comment.*